

## EDITIED KSA LISTING

### CLASS: Community Resources Manager, DOC

*NOTE: Each position within this classification may be required to possess all or some of these knowledge, skills or abilities.*

#	Knowledge, Skill, Ability
	<b>Knowledge of:</b>
<b>K1.</b>	General knowledge of the dynamic relationship between a correctional institution and the community to establish and develop partnerships in support of the Department's mission.
<b>K2.</b>	Basic knowledge of social/criminal behaviors to understand the programmatic needs for individuals with these behaviors.
<b>K3.</b>	General knowledge of religious program requirements to ensure legislative and constitutional compliance.
<b>K4.</b>	General knowledge of volunteer recruitment, training, supervision, retention, and evaluation to support the Departments mission in compliance with the appropriate laws, rules and Departmental policy.
<b>K5.</b>	Basic knowledge of use of contracted services to support the Department's program needs.
<b>K6.</b>	Basic knowledge of training methods, presentation development and delivery techniques to provide training and informational presentations to staff, volunteers, and the community.
<b>K7.</b>	General knowledge of community organizations, facilities, and services (both volunteer and non-volunteer) to support the Department's offender program needs.
<b>K8.</b>	General knowledge of public relations, principles and techniques to create effective working relationships with the community to support the Department's mission.
<b>K9.</b>	General knowledge of dynamics of interpersonal relationships and behavior to gain support from internal and external stakeholders and influence public opinion in support of the Departments mission.
<b>K10.</b>	Basic knowledge of program monitoring methods to ensure compliance with Departmental policy.
<b>K11.</b>	Basic knowledge of principles of budget and cost allocations to develop and manage program costs within the CRM's area of responsibility.
<b>K12.</b>	Basic knowledge of contracts to be able to manage agreements within the CRM's areas of responsibility.
<b>K13.</b>	Basic knowledge of the mission of the Department to conform to the Departments objectives.

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<b>K14.</b>	Basic knowledge of governmental functions and organizations at the State and local level to maintain and foster good working relationships.
<b>K15.</b>	General knowledge of supervisory principles, practices and techniques to plan, oversee and direct the work activities of employees.
<b>K16.</b>	General knowledge of a manager role in the Equal Employment Opportunity Program regarding regulations, processes, and objectives to promote the departments equal employment opportunity policies and goals in making hiring decisions and to provide a harassment free work environment.

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#	Knowledge, Skill, Ability
	<b>Skill to:</b>
<b>S1.</b>	Skill to design, organize, and manage community-based programs for inmates related to religion, services to communities, self-help groups, and volunteers to ensure compliance with appropriate laws, and departmental policies.
<b>S2.</b>	Skill to establish and maintain cooperative working relations with elected officials, departmental programs, public agencies, Citizen Advisory Committees, victim service organizations, religious organizations, and civic groups to support the Department's mission.
<b>S3.</b>	Skill to collect and interpret data in order to analyze and evaluate highly sensitive program areas and situations accurately and determine and implement and appropriate courses of action
<b>S4.</b>	Skill to write clearly and concisely in order to communicate effectively..
<b>S5.</b>	Skill to effectively articulate the Department's mission by making verbal presentations to small and large community groups
<b>S6.</b>	Skill to develop and deliver training and orientation programs in order to meet operational needs.
<b>S7.</b>	Skill to conduct program audits to ensure compliance with Departmental policy.
<b>S8.</b>	Skill to understand and fulfill supervisory responsibilities to plan and direct the work activities of employees.
<b>S9.</b>	Skill to effectively promote equal opportunity in employment and maintain a work environment which is free from discrimination and harassment in order to create and maintain a fair and equitable work environment.

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#	Knowledge, Skill, Ability
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	Special Personal Characteristics:
<b>SPC1.</b>	Ability to effectively represent the Department in the community
<b>SPC2.</b>	Ability to successfully interact with a wide range of stakeholders
<b>SPC3.</b>	Demonstrate capability to develop, coordinate, and obtain community-based resources
<b>SPC4.</b>	Demonstrate a sensitivity and understanding of the issues associated with the criminal justice system
<b>SPC5.</b>	To have tact, emotional stability, and maturity
<b>SPC6.</b>	To present professional appearance and demeanor